



# **Warrior Care**

## **Walter Reed Army Medical Center**

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### ***Mologne House, Garrison ramp up efforts for better accommodations***

The staff of Walter Reed's Mologne House, and the base operations support staff of Walter Reed U.S. Army Garrison.

Over the New Year holiday weekend, a plumbing malfunction impacted hot water at the Mologne House. The initial water issues led to a thorough review of service and support provided to wounded warriors and their families by all activities on the Walter Reed campus.

Each Mologne House guest room now has a new sink faucet, a new shower diverter and new, user-friendly heating and air conditioning controls. The review of the facility indicated that most complaints about heat and hot water were caused by individual room sink faucet, shower diverters and heating control problems rather than by failures in the overall larger heating and hot water systems for the hotel. In addition, a new American with Disabilities Act-compliant ramp was added to the east entrance to the Mologne House to facilitate quicker access to guest rooms without having to circle to the front of the building. All these changes are to help improve the Warriors mission of healing. New valves, a backup pump, and new bypass piping in the boiler room have also improved the reliability of the hot water system supporting the facility.



The Mologne House has undergone continuous modification and improvement since it became an important lodging facility for wounded warriors and their families early in Operations Enduring and Iraqi Freedom. It was originally designed for patient and family member stays of three to four nights. In recent years the average stay has stretched to three to four months, and in some cases as long as two years.

### ***WTB continues campaign to better customer service***

As part of continuing customer service initiatives, the Warrior Transition Brigade has augmented communication efforts with warriors in transition through leader inspection of all housing, developing a weekly town hall plan, and adding a noncommissioned officer staff duty desk at the Mologne House.

One major addition to the customer service enhancement is the one-on-one meeting between wounded warriors and their company-level commanders and first sergeants held every month.

"[The goal is] to afford an opportunity to commanders and warriors to interact on a more personal level," said Command Sgt. Maj. Jesus M. Febo-Colon, WTB command sergeant major.

The Warrior Support Enhancement Action Plan also calls for 100 percent physical inspection of every warrior's room on post, at the Hilton Hotel, and remote sites within a 50-mile radius of WRAMC, which was completed in January.

Senior members of the WTB command and staff will conduct training for about 72 squad leaders and 21 platoon sergeants on how to conduct lodging maintenance inspections; customer service; staff duty officer and NCO duties and responsibilities; and facility work order submission. This training will continue as part of new cadre's orientation training or as needed by the WTB commander, Febo-Colon added.

In addition to the 24-hour Staff Duty NCO Desk located in Abrams Hall, the WTB has added a duty NCO at the Mologne House to provide better customer service and command awareness of Warrior Care.

## ***Lodging focus of post forum at Walter Reed***

Warrior Transition Brigade (WTB) held a lodging forum at Walter Reed in the Vorder Bruegge Auditorium of the Old Hospital (Bldg. 1) Jan. 22.

A panel of six representing the WTB, Mologne House, Department of Ministry and Pastoral Care, along with the Occupational Therapy Service, provided an overview of current projects and improvements. A question-and-answer period followed.

Col. James C. Larsen, WTB commander, explained the purpose of the town hall to the audience, comprised of recovering Soldiers, family members, caregivers, cadre and Walter Reed staffers.

“It’s really important that we get some feedback to know if we’re shooting inside the range,” Larsen said.

Pete Anderson, general manager of lodging for Walter Reed, offered an update on Mologne House improvements such as hot water valve replacement, along with faucet and shower upgrades. He said work is under way on the building’s heating, ventilating, and air conditioning.

“One of the big things we’re working on with our staff is communication — to make sure we communicate with you what’s going on,” Anderson said. “We are here to take care of you.”

Anderson said space in the restaurant was redesigned to increase wheelchair accessibility in the eatery. The lodging general manager said he is also considering a number of other options and appealed to the audience for additional suggestions for improving services.

The restaurant recently expanded its breakfast and lunch hours. Plans also include updating menus and hiring additional cashiers.

Anderson not only oversees lodging at the Mologne House, but also in Delano Hall (Bldg. 11), Doss Memorial Hall (Bldg. 17), Fisher House I (Bldg. 173) in Silver Spring, Md., and Fisher House II (Bldg. 52) on the Walter Reed main post.

“Communication is the key, and we want to know what we can do to help,” said Capt. Allison Ross, the logistics officer for the brigade based in Abrams Hall.

She reminded the town hall audience that staff duty is available 24-hours every day to accept work order requests when the building management is not present. She encouraged individuals staying in post accommodations to contact them immediately with requests.



## ***Purple Heart ceremony honors ‘Wounded Warriors’ service and sacrifices***

Maj. Gen. Michael T. Harrison Sr., deputy director for requirements, J-8, Joint Staff, awarded two Soldiers the Purple Heart during a ceremony in the Old Hospital (Bldg. 1) Vorder Buerge Auditorium at Walter Reed Jan. 22.

- Spc. Joshua D. Ivey of Temple, Ga.
- Pfc. Christopher T. Allen, of Rensselaer, Ind.



The warriors earned the U.S. military’s oldest, and one of its most distinguished decorations, for injuries they received in the war against terrorism in Afghanistan.

Ivey, an infantryman assigned to the 501st Infantry Regiment, 25th Infantry Division, Fort Richardson, Alaska, was injured when his vehicle was hit by an improvised explosive device while returning to Forward Operating Base Salerno, Afghanistan June 19, 2009.

Allen was injured during a mortar attack while conducting force protection in Jalalabad, Afghanistan near Forward Operating Base Boston Nov. 14, 2009 The attack left the gunner assigned to the 3rd Squadron, 61st Regiment, 4th Infantry Division, Fort Carson, Colo., with shrapnel in his right thigh, waist and a 5 mm piece of shrapnel near his heart.

## ***Mologne House adds concierge service to better assist customers***

New concierge services in the Mologne House that began in January. The service is available everyday from 8 a.m. to 8:30 p.m. The concierges provide information on, but not limited to: directions to and from Walter Reed; restaurants and local eateries; flower and gift shops; local dry cleaning; taxi or car services; religious institution locations; local shopping; copying and information research; pet care and kennels; travel and lodging; events in the city; car repair and more.

The concierges greet Mologne House residents and visitors as they enter and leave the hotel. They also have a desk in the lobby to provide people with a variety of information about services at Walter Reed and in the surrounding community. All concierge employees receive customer service and concierge service training provided by The Ravens Group, Inc. They also receive basic lifesaving training from the American Red Cross or American heart Association, and Walter Reed Army Medical Center customer service training.



## ***Leaders meet with Mologne House residents***

“During the first of what Col. Peter T. McHugh, Walter Reed Garrison commander, said will be monthly forums for Mologne House residents Wednesday, the colonel listed a number of jobs the base operations support staff have undertaken and accomplished to provide better accommodations for wounded warriors and their families.

He mentioned work done to improve hot water flow in the Mologne House, in addition to upgrades to the hotel’s heating and cooling system.

A new wheelchair ramp was recently built on the east side of the Mologne House to allow residents quicker access to their rooms, rather than having to circle the building to get to its front entrance. Also, a security guard is now on duty at all times in the hotel. Meal hours in the Mologne House restaurant were adjusted to better serve residents, and a shuttle service that travels to Silver Spring, Md., and back to the hotel until 10 p.m., has been reinstituted.

McHugh said his staff continues to work on a number of other issues for Mologne House residents, including improving the tracking of room windows, installing privacy curtains in rooms, getting new washers and dryers, setting up an ATM in the lobby, and trying to provide better parking for residents.

## ***Garrison Commander’s Hotline available to comment on services***

As part of a new customer service initiative, the U.S. Army Garrison Walter Reed Commander’s Hotline is available to patients, staff, and family members as an opportunity for a one-on-one conversation with Garrison leadership.

Hotline callers will receive a call from the directorate point-of-contact within 24 hours to let them know the call was received and the matter is being worked. Within 48 hours of their call, they will receive notice of a resolution or the answer to their question. If the resolution or answer has not been relayed after 48 hours, the caller will receive a call from the Garrison staff member responsible for the answer with an explanation of what has been done, and when the caller can expect a full answer.

The Commander’s Hotline is staffed seven days a week by the Garrison Administrative Officer, who sends the call to the appropriate directorate point-of-contact. That person then ensures the proper staff member within the area of operation addressed by the caller receives the information and requirements to meet the suspense. That staff member is also responsible to find a solution, contact the caller, and relay all information back to ensure the call is logged as “Complete.”

Col. Peter T. McHugh, Walter Reed Garrison Commander, explained either he, Garrison Sgt. Maj. Rolando Moore, or Deputy Garrison Commander Bruce G. Dickinson will review all hotline calls twice a week with Owens to assure appropriate action and resolution.

The hotline number is (202) 782-1458.



## ***Agencies come out for job fair at WRAMC***

Walter Reed Army Medical Center hosted a job fair geared toward wounded and transitioning warriors in January in the Wagner Sports Center on the main installation. A number of government and private agencies participated in the fair, sponsored by the D.C. Chamber of Commerce and coordinated by the Warrior Transition Brigade chief occupational therapist and Work and Education Program coordinator.

Some of the 42 agencies that had representatives at the event were the Department of Veterans Affairs, General Electric, Northrop Grumman, Ernst & Young, Army Corps of Engineers, and Sam's Club/Wal-Mart.

Terrence Bogans, a representative of Sam's Club/Wal-Mart at the event, said like most agencies there, Sam's Club/Wal-Mart wants to partner with transitioning military members to show that his company believes in giving back to the community.

Most representatives from agencies that attended the event said they are seeking a diversity of individuals with a variety of skills, including those individuals with knowledge and talents in information technology, health care, logistics, procurement, management and more.

Spc. Sidikie Kabba, of the WTB, said he attended the fair to get a variety of information regarding the knowledge, skills and abilities that potential employers are looking for as he transitions out of the service. "It was very helpful, and I was able to get a lot of information," Kabba said.



## ***Navy, WTC team up to offer careers to wounded warriors***

In a brief ceremony at Karen Wagner Sports Center Wednesday, the Naval Sea Systems Command (NAVSEA) signed a memorandum of agreement (MOA) with the Army's Warrior Transition Command pledging to hire Warriors in Transition. "What we're agreeing to is to share information with each other," said Brig. Gen. Gary H. Cheek, assistant surgeon general of Warrior Care and Transition and commander of the Warrior Transition Command. "We're going to tell them who the warriors are, what they want to do, where they want to live and work, and they'll let us know what they have to offer."

NAVSEA engineers, builds, buys and maintains ships, submarines and combat systems and employs about 60,000 people, 95 percent of whom are civilians. One-third of all civilians who go to work for the Navy, work for NAVSEA.

"We have probably the best blue-collar jobs in America," said Vice Adm. Kevin M. McCoy, commander NAVSEA. "All you need is a high-school diploma and a lot of enthusiasm. We will give you everything else."

"This is not charity because wounded warriors are known, by definition, to be the most tenacious, the most resilient. They're leaders, doers," said Juan M. Garcia, assistant secretary of the Navy for Manpower and Reserve Affairs.



## ***Walter Reed to prepare warriors for Warrior Games***

The Warrior Transition Brigade at Walter Reed Army Medical Center, along with help from Paralympics personnel, is preparing wounded warriors to participate in the inaugural Warrior Games May 10-14 in Colorado Springs, Colo.

The U.S. Olympic Committee will host the games. Events include shooting, swimming, archery, track, discus, shot put, cycling, sitting volleyball and wheelchair basketball.

The WTB's training schedule includes strength and conditioning in Wagner Sports Center at Walter Reed Mondays from 2 to 4 p.m.; spin/cycle training each Wednesday at 2 p.m. in Wagner; wheelchair basketball from 1 to 3 p.m. Thursday in Wagner; and swimming will be set up as needed.



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